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Agenda item 21 (*b*)

Resolution adopted by the General Assembly on 14 September 2015

[*without reference to a Main Committee (A/69/L.81/Rev.1)*]

69/327. Promoting inclusive and accountable public services for sustainable development

The General Assembly,

Recalling its resolutions 66/288 of 27 July 2012, in which it endorsed the outcome document of the United Nations Conference on Sustainable Development, entitled "The future we want", and 69/313 of 27 July 2015 in which it endorsed the Addis Ababa Action Agenda of the Third International Conference on Financing for Development,

Looking forward to the United Nations summit for the adoption of the post-2015 development agenda,

Recalling its resolutions 50/225 of 19 April 1996, 56/213 of 21 December 2001, 57/277 of 20 December 2002, 58/231 of 23 December 2003, 59/55 of 2 December 2004 and 60/34 of 30 November 2005 on public administration and development, resolution 69/204 of 19 December 2014 on information and communications technologies for development, resolution 69/199 of 18 December 2014 on preventing and combating corrupt practices and the transfer of proceeds of corruption, facilitating asset recovery and returning such assets to legitimate owners, in particular to countries of origin, in accordance with the United Nations Convention against Corruption and resolutions 66/209 of 22 December 2011 and 69/228 of 19 December 2014 on promoting and fostering the efficiency, accountability, effectiveness and transparency of public administration by strengthening supreme audit institutions, Economic and Social Council resolution 2014/38 of 18 November 2014 on the report of the Committee of Experts on Public Administration on its thirteenth session and Human Rights Council resolution 27/24 of 26 September 2014 on equal participation in political and public affairs,[1]

Condemning corruption at all levels and in all its forms, including bribery, as well as the laundering of proceeds of corruption and other forms of economic crime, and expressing concern about the magnitude of corruption at all levels, and in this

[1] See *Official Records of the General Assembly, Sixty-ninth Session, Supplement No. 53A* and corrigenda (A/69/53/Add.1 and Corr.1 and 2), chap. IV, sect. A.

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regard reiterating its commitment to preventing and combating corrupt practices at all levels, in accordance with the United Nations Convention against Corruption,[2]

Emphasizing the growing need to strengthen public institutions and public services in support of sustainable development,

Reaffirming the importance of freedom, human rights, national sovereignty, good governance, the rule of law, peace and security, combating corruption at all levels and in all its forms, and effective, accountable and inclusive democratic institutions at the subnational, national and international levels as central to enabling inclusive and accountable public services for sustainable development,

Reiterating that each country has primary responsibility for its own economic and social development and that the role of national policies and development strategies cannot be overemphasized, at the same time respecting each country's policy space and leadership to implement policies for promoting inclusive and accountable public services for sustainable development, while remaining consistent with relevant international rules and commitments,

Emphasizing that efficient, accountable, effective, inclusive and transparent public institutions and public services at all levels have a key role to play in the implementation of internationally agreed development goals, including the unfinished business of the Millennium Development Goals and the forthcoming sustainable development goals,

Recognizing the work of the Committee of Experts on Public Administration of the Economic and Social Council in providing policy advice to the Council on issues related to public administration in development, and the contributions of the United Nations Public Administration Network as an implementation tool for the exchange of information and experience in public administration and public services for development,

Recognizing also the need to promote research, knowledge-sharing and the exchange of experience related to the role of public administration in the implementation of international agreed development goals,

Recognizing further the potential of e-government in promoting transparency, accountability, efficiency and citizen engagement in public service delivery,

Recognizing the support being provided by the United Nations programme in public administration and finance to Member States, in particular developing countries, on institutional and human resources capacity development, electronic and mobile government, and citizen engagement in managing development programmes,

Stressing the need for capacity-building as a tool to promote development, and welcoming the cooperation of the International Organization of Supreme Audit Institutions with the United Nations in this regard,

1. *Reaffirms* that the United Nations system has a central role to play in promoting international cooperation in strengthening public institutions and public services for sustainable development;

[2] United Nations, *Treaty Series*, vol. 2349, No. 42146.

2. *Also reaffirms* that the foundations for sustainable development at all levels include transparent, inclusive, participatory and accountable public institutions and professional, ethical, responsive and information and communications technology-enabled public services;

3. *Encourages* all countries that have not yet done so to ratify and accede to the United Nations Convention against Corruption,[2] and encourages parties to review its implementation, while reiterating the commitment to making the Convention an effective instrument to deter, detect, prevent and counter corruption and bribery, prosecute those involved in corrupt activities and recover and return stolen assets to their country of origin, and to strengthening international cooperation and national institutions to combat money-laundering and the financing of terrorism;

4. *Encourages* the international community to develop good practices on asset return, while supporting the Stolen Asset Recovery Initiative of the United Nations Office on Drugs and Crime and the World Bank and other international initiatives that support the recovery of stolen assets, urges that regional conventions against corruption be updated and ratified, and reiterates the aim of eliminating safe havens that create incentives for transfer abroad of stolen assets and illicit financial flows, while working to strengthen regulatory frameworks at all levels to further increase transparency and accountability of financial institutions and the corporate sector, as well as public administrations;

5. *Urges* the international community to continue to promote the exchange of information, the exchange of experience and the sharing of lessons learned and best practices, as appropriate, in strengthening inclusive and accountable public institutions and public services;

6. *Encourages* Member States, observer States and observers to promote effective and accountable leadership, high standards of professionalism, ethics, integrity, transparency, accountability, responsiveness, efficiency and effectiveness in public institutions and the delivery of public services at all appropriate levels;

7. *Reaffirms* that the foundations of sustainable development at all levels include transparent, participatory and accountable governance and a professional, ethical, responsive and information and communications technology-enabled public administration, and encourages the international community to continue to support capacity development in public governance and institution-building at all levels, with a view to accelerating progress towards sustainable development;

8. *Recognizes* the importance of strengthening public administration institutions, improving public sector human resources capacity and fostering knowledge creation and innovation and the utilization of information technology for development in public administration and in the implementation of internationally agreed development goals;

9. *Encourages* Member States to utilize information and communications technologies in the design of public policies and the provision of public services in order to support national development efforts and respond effectively to national and local needs and priorities;

10. *Underlines* that service to citizens should be at the centre of transforming public administration, requiring appropriate institutional frameworks, professional and ethical leadership, a focus on diversity and gender equality, harnessing information and communications technologies, innovation, responsibility and public sector capacity-building;

11. *Recognizes*, in their specific context, the positive contribution of indigenous peoples and local communities, including through some of their traditional values and principles, to strengthening individual and societal commitments in order to improve the efficiency, effectiveness and transparency of public administration and promote inclusive and accountable public services for sustainable development, including the Andean principles of *ama suwa* (do not be a thief), *ama llulla* (do not be a liar) and *ama qhilla* (do not be lazy), the Inupiat values of *pitqiksiġautaiññiq* (honesty) and *qiksiksrautiqaġniq* (respect for others) and the Blackfoot value of *tukuki* (impartiality and incorruptibility), while recognizing that it is a duty of States, regardless of their political, economic and cultural systems, to promote and protect all human rights and fundamental freedoms;

12. *Calls for* renewed efforts to promote diversity and inclusion in public services and to enhance equality in access to services by all, especially persons with disabilities, the elderly, women, youth, children and other disadvantaged groups;

13. *Stresses* the need for government institutions, the judicial system and the legislative system to be gender-sensitive and for the continued promotion of the full participation of women in such institutions;

14. *Encourages* all States, observers and relevant United Nations institutions to continue to intensify their cooperation, including in capacity-building, with the International Organization of Supreme Audit Institutions in order to promote good governance at all levels by ensuring efficiency, accountability, effectiveness and transparency through strengthened supreme audit institutions, including, as appropriate, the improvement of public accounting systems;

15. *Requests* the Secretary-General to continue to provide assistance, in particular to developing countries, at their request, in their efforts to strengthen public institutions and public services for sustainable development by, inter alia, fostering information-sharing and the exchange of experience, lessons learned and best practices, as appropriate, including through United Nations Public Service Day, the United Nations Public Service Awards and the United Nations Public Administration Network, providing assistance in institution-building and improving the integration and coordination, as well as the innovation, of public sector initiatives and activities in sustainable development;

16. *Also requests* the Secretary-General to report to the General Assembly at its seventy-first session, through the Economic and Social Council, on the status of the implementation of and follow-up to the present resolution in the context of his reporting on the Committee of Experts on Public Administration.

105th plenary meeting
14 September 2015